

Service: Dial-Up Internet Service Provider (ISP)

Service Line: Network Communications

Status: In Production

General Description: This service allows customers to use a standard telephone line connection to access the Internet to conduct State of Georgia official business. This access can be from a private residence, a remote field office, or an approved teleworking field site. A connection is made to the Internet via the vendor and access with authentication is granted.

Service Level Targets: Because the service relies on Local Exchange Carrier (LEC) circuitry, service levels cannot be guaranteed.

Availability: Statewide via 800 telephone service or local access numbers in metropolitan areas.

Limitations: Limited to the bandwidth provided by the LEC and the vendor, LECStar Company.

Prerequisites: A standard telephone line, a modem, a download of software from the vendor and an approved personal computer or laptop.

Pricing / Charges: For unlimited service statewide, \$11.25 per month, per account. The \$11.25 rate is for fiscal year 2006 and 2007 and is the rate to use for fiscal year 2008 budgeting.

Service Components or Product Features Included in Base Price:

- One e-mail account
- Access numbers
- Software
- An account with the vendor/provider LECStar

Options Available for an Additional Charge: N/A

Service Components or Product Features Not Included: N/A

What GTA Provides:

- Vendor access to the service
- Order entry instructions
- Service setup instructions

What the Customer Provides: An appropriately configured personal computer or laptop. The vendor, LECStar, will provide customers with instructions on how to set up the computer via an Internet site or disk. The vendor will be available for technical help and questions.

Service Support: For individual outages, please notify the appropriate GTA Regional Office. Contact information is at http://gta.georgia.gov/00/channel_title/0,2094,1070969_12905252,00.html. For major outages, notify the vendor, LECStar. That vendor phone number is provided to the customer in the setup instructions.

Service Issue Escalation: Service outages reported to a GTA Regional Office or the vendor will be escalated through the GTA management and also escalated to the vendor, LECStar.

Benefits / Advantages: Access to the Internet via a telephone dial-up connection and the ability to telework/telecommute.

How to Start this Service: Call your GTA Regional Office or contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gta.ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions: N/A